Pension and fiduciary service

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 1: Determine Eligibility

Types of Claims and Priority Processing

Trainee Guide

April 2020

Types of Claims and Priority Processing

Lesson Overview

| Topic | Description |
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| Time Estimate: | 1.5 hours |
| Purpose of the Lesson: | This lesson is part of the entry-level curriculum, Core Course for PMC VSRs. The purpose of this lesson is to prepare PMC VSRs to identify claim types and reasons for priority processing. |
| Target Audience: | This lesson is for entry level PMC VSRs. |
| Lesson References: | * M21-1 I.1.A.4.i (Definition: Initial Claim)
* M21-1 I.1.A.4.j (Definition: Supplemental Claim)
* M21-1 I.1.A.4.k (Definition: Reopened Claim)
* M21-1 III.iv.2.B.3.d (Definition: New and Relevant Evidence)
* M21-1 III.ii.2.D (Supplemental Claims)
* M21-1 I.6. (Higher Level Reviews)
* M21-1 III.ii.1.D (Claims That Require Priority Processing)
* M21-1 III.iii.1.F.1.b (Corporate Flashes)
* M21-1 III.ii.1.D. (Claims That Require Priority Processing)
* M21-1 III.iii.1.F.2.e (Utilizing Contentions and Special Issue Indicators Associated With the Claimed Issues)
* M21-4 Appendix B (End Product Codes and Work-Rate Standards for Quantitative Measurements)
* M21-4 Appendix C.3 (Special Issues)
* Pension Systems and Applications job aid
* 38 CFR 3.1(p)(1): Definition of Initial Claim
* 38 CFR 3.1(p)(2): Definition of Supplemental Claim
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| Lesson Objectives: | * Define initial claims and supplemental claims
* Confirm the special claim types.
* Check whether the correct prescribed form was received.
* Check whether an original claim was previously established.
* Check whether the original claim had a prior decision.
* Check whether evidence received with supplemental claim is new and relevant evidence
* Determine if an appeal or higher level review is pending
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| What You Need: | * Trainee Guide
* Access to VBA Intranet
* Pen and paper
* Access to the following systems:
	+ SHARE
	+ MAP-D
	+ VBMS
	+ VACOLS
* **Pension Systems and Applications** job aid
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| PowerPoint Slides | Notes |
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| **Types of Claims and Priority Processing** |  |
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| **Refernces*** M21-1 References
* M21-4 References
* Pension Systems and Applications job aid
* 38 CFR References
 |  |
| **Claims That Require Priority Processing*** Part of reviewing the work of the Claims Assistant requires checking whether the claim is a special claim that requires priority processing.
* The use of special issues and corporate flashes identify priority claims.
* Special claims are flashed through the Intake Processing Center (IPC) and indicated in SHARE and VBMS.
* If you discover a claim that is not flagged through IPC, but should be, flag or correct the claim for special processing.
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| ****Flash a Claim***** **SHARE**
* **VBMS (view only)**

Indicates you should demonstrate an action |  |

| PowerPoint Slides | Notes |
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| **Claims That Require Priority Processing- M21-1 III.ii.1.D.1.a**Claims from *any* claimant who is * A participant in the Fully Developed Claim Program
* Homeless
* Terminally ill
* A survivor of a former prisoner of war (FPOW)
* Purple Heart Recipient
* Medal of Honor Recipient
* Became very seriously ill or injured/seriously ill or injured (VSI/SI) during service and is *not* already receiving Department of Veterans Affairs (VA) disability benefits (Compensation)
* Is diagnosed with Amyotrophic Lateral Sclerosis (ALS) or Lou Gehrig's Disease
 |  |
| **Special Issues**Special issues are *claim*-specific indicators and can represent a certain claim type, disability or disease, or other special notation that is only relevant to a particular claim. Use of special issues is mandatory when the claim meets the criteria for application of the special issue.* Commonly used special issues:
	+ Fully Developed Claims (including applicable FDC exclusions)
	+ Agent Orange
	+ ALS
	+ Environmental Hazard- Camp Lejeune
	+ Administrative Decision Review- Level 1
	+ Local Mentor Review (for trainees)

A complete list of special issues are in M21-4 Appendix C.3.b |  |
| **Types of Claims*** **As a VSR, you will review the following types of claims:**
	+ **Initial claims**
		- **Original**
		- **Non-original**
	+ **Supplemental claims**
	+ **Claims for reconsideration (prior to 2-19-19 only)**
	+ **Dual claims**

**These claims involve reviewing various systems and applications, depending on the information needed.** |  |
| **Initial Claims (1 of 2)**Initial claims are broken up into two categories:* Original
* Non-Original

Use the following guidance to determine whether an initial claim is original or non-original:* SHARE
	+ In the Corporate screen, review the information found in Claims and Denial and/or Award and Ratings to check if an original end product (EP) was previously processed or if the beneficiary is currently receiving benefits.
 |  |
| **Initial Claims (2 of 2)*** BIRLS
	+ Review the Inactive Comp and Pension (ICP) screen for historical decisions for the Veteran.
* VBMS
	+ Review VBMS to check if a claim was previously submitted and decided.
 |  |
| **Dual Claims*** VA used to require claims for compensation and pension by a live veteran to be worked as a single claim called a dual claim
* Effective August 23, 2019, dual claims were discontinued
* Two Original EPs were then authorized for Veterans, one for the original compensation claim, and one for the original pension claim
 |  |
| **Supplemental Claims** * Any supplemental claim for a VA benefit received on a VA Form 20-0995 where the claimant disagrees with the decision VA made on an initial or supplemental claim for the same or similar benefit on the same or similar basis.
* To be considered a complete supplemental claim, new and relevant evidence must be identified or included with the claim.
* Supplemental claims are under EP 040.
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| **New and Relevant Evidence*** For a supplemental claim to be considered substantially complete, the claimant must identify or include new and relevant evidence.
* Review evidence to ensure it is not a duplication of information already on record, and refer for a rating if applicable.
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| **Appeals and Higher Level Reviews*** Check if an appeal is pending by:
	+ Reviewing SHARE for an EP 170 series pending
	+ Checking VACOLS
	+ Reviewing information associated with claim in LCM or VBMS
* Check if a higher level review is pending by:
	+ Reviewing SHARE for an EP 030
	+ Reviewing VBMS for a VA Form 20-0996
	+ Reviewing information associated with claim in VBMS
 |  |

| PowerPoint Slides | Notes |
| --- | --- |
| **Lesson Summary**Key concepts of this lesson:* Define initial claims and supplemental claims
* Check whether an original claim was previously decided
* Check whether the correct prescribed form was received
* Check whether evidence received with supplemental claim is new and relevant evidence
* Determine if an appeal or higher level review is pending
 |  |
| **Questions?**This icon prompts you to ask students a discussion question or to ask students if they have any questions before proceeding with instruction. |  |
| **What’s Next** Phase 5, Part 1(a), Lesson 6: VA Representation and Third Party Authorization |  |